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A CLIENT'S GUIDE TO ISD SERVICES

CONTROLLER
INFORMATION SERVICES DIVISION

ISD Service Philosophy

ISD is in business to serve its clients - City departments, managers, decision-makers, the public.

Client satisfaction is a primary measure of our success as an organization. Our employees understand the importance of delivering timely information and reliable services to those who depend on us.

We value our clients and the opportunity to serve them responsibly and with appreciation for the roles they play in this complex public service enterprise.

A Client's Guide to ISD Services

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Controller's Office
Information Services Division

Edward Harrington
Controller

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Introduction

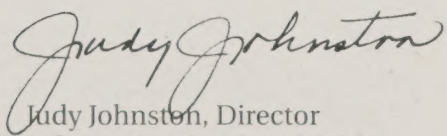
We are pleased to present to you this guide to ISD services.

This has been prepared to clarify current offerings and to introduce new and expanded services. We hope you find it helpful and responsive.

If you do not find here a particular service that interests you, please let us know. Based on demand, we will consider adding it to our service offerings, or we will work with you to find an appropriate vendor.

We thank you for the opportunity to be of service and for your valuable suggestions. They have helped shape the new approaches to service delivery reflected in this guide. If you are not now using ISD services, we invite you to call us for discussion.

Your ideas about this guide or about ISD services are welcome. Please feel free to telephone me directly with your comments and requests (554-0801).



Judy Johnston, Director
Information Services Division

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I Services Highlights

Information technology has changed dramatically the way we carry out City business today and our expectations about how we will manage in the future. We now have access to computing power and stores of information that would have been difficult to visualize a decade ago. Tomorrow's technology promises even greater change - in the way we make decisions and solve problems and in how we go about improving the quality of life.

ISD's objective is to help City clients achieve the potential of technology to meet the demands of public service management. The new and expanded offerings highlighted in this section reflect that service philosophy.

Education, Research, Planning

City managers have told us that along with its benefits, emerging technology presents a new set of challenges: keeping up with what is available; choosing among a variety of options based on business demands and financial considerations; assimilating new technology through education and retraining.

ISD has added a range of services designed to assist you in exploring and making informed decisions about technology and its application: executive education and technical training, planning, new technologies research, product evaluations.

PC-Local Area Networks

The personal computer, standing alone or connected to a network or larger computer, has emerged as a versatile, affordable business solution. ISD is expanding PC support to include application systems development, PC-LAN design and installation, and a variety of related training and consulting programs.

Data Communications, Connectivity

Increasingly, City departments depend on sharing information with other departments, outside agencies and the private sector. Building on our current expertise, we will continue to work with you to research and implement the communications networks that make this possible. We will help you evaluate and implement new communications systems, such as electronic mail, and propose ways in which you may interconnect diverse computers, technologies, and application systems.

Special Services - Please Ask Us!

Sharing ideas and expertise among City departments and with other jurisdictions creates opportunities that might otherwise be beyond reach. ISD will help facilitate the people-to-people communication needed to bring about cooperative ventures.

For smaller departments with limited resources, ISD will offer special support in planning and implementing system solutions.

If you have suggestions for other special services that would be helpful to you, please let us know.

Continuing and Transition Services

ISD will continue support for the services and technologies now in place. Guided by client request and cost considerations, we will work with departments to replace obsolete technology and to introduce new service approaches.

ISD service offerings are subject to EIPSC policies and standards and approved funding.

II Tips on Using This Guide

This guide is intended as a brief directory to ISD service offerings. To learn more about these services and how you may use them, please contact the client representative designated in the accompanying Service Contact List.

- New and expanded services will be offered beginning in July 1992. Continuing services are available now. If you are interested in a service which you are not receiving today, please discuss it with your client representative.
- If you are currently an ISD client, your representative will contact you about these service offerings in conjunction with preparing your ISD budget.
- If you don't currently use ISD services but wish to inquire about service offerings, please contact the representative designated for your department in the Service Contact List.
- In this guide, service offerings are sometimes repeated under different headings for ease of reference.
- Many services are free while others are fee-based. Please consult the accompanying Rate Schedule for guidance or discuss this with your representative.
- You may select any services that meet your needs; you need not purchase fee-based services to be eligible for free services.
- ISD will continue to expand its service offerings based on demand, new directions in technology, and funding availability. Please give us your suggestions for services you would like us to offer.
- If you don't see it here, ask us!

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Planning Services

Success in achieving the full benefits of technology begins with planning. ISD will help you develop plans for your new systems development projects, overall automation strategies and other activities associated with information technology. We will assist you in your planning sessions or help you find a professional facilitator. The services shown here are intended to suggest the range of available offerings. We invite you to talk to us about other possibilities.

- Start-up planning
  - Current assessments
  - Needs analyses
  - Feasibility studies
  - Cost/benefit analyses
- Master plans (EIPSC)
- Future system direction
  - System replacement
  - System upgrade/ re-engineering

Education and Training

ISD is committed to providing a broad range of education programs to serve the technical, professional and management needs of City departments. Service offerings are being expanded to include executive briefings and special seminars on current issues and topics of interest to our clients. ISD will make available its technical library and research publications and loan out its video tapes for home study. Please let us know about your education needs.

- Executive briefings
- Special seminars on current issues
- LAN administration
- PC-based data management tools
- Security and disaster recovery planning
- Technology demonstrations and site visits
- Technical publications/ newsletters
  - The Cutting Edge (ORACLE information)
  - Technical Review (office automation topics)
  - Emerging technology bulletins
- Office automation products (City-standard)
- Other PC tools such as project management and desk-top publishing
- Video and computer-based training on a range of information and management topics
  - Project management
  - Development methodologies
  - New technologies: ORACLE, imaging
  - Customer selected topics
  - Video loan program
- Comprehensive technical library
  - Trade publications
  - DataPro
  - Research publications
  - Reference manuals
- Shared standards

PC-Local Area Network Services

Attractive pricing and a wealth of available software have placed personal computers in the forefront of technology. Coupled with the power of local area networks (LAN's), today's PC offers versatile computing and communication capabilities. ISD services cover every facet of PC-LAN development from planning and design through installation and application systems development.

We have proposed that the City introduce a "computer store" service under which departments would be free to "shop" and select from among a range of approved product offerings. ISD will work with City agencies and departments to explore the feasibility of this opportunity.

- Education and Training
  - LAN administration
  - Office automation
  - PC-based data management tools
  - Other PC tools, e.g., project management and desktop publishing
  - Security and disaster recovery planning
  - Video and computer-based training
- Planning and consulting
  - Software selection
  - Design and installation
  - Application management and development
  - Network development
  - Performance tuning/trouble shooting
- Applications systems development
  - Custom development
  - Package installation
  - Programming services
- Systems integration and connectivity solutions
- Computer store services (proposed)
  - Feasibility study
  - Assistance in defining computer store services, e.g., trouble shooting, problem resolution
  - Assistance with RFP process

New Technology Research

Technology is emerging at an accelerated rate, and the dynamics of the industry require that we find new ways to keep abreast of changes and opportunities. Under its new research services program, ISD will monitor trends, issue regular technology bulletins and conduct special research projects proposed by City departments and by EIPSC. ISD subscribes to a technology research service, and these materials are available upon request. Suggested research projects are shown here. Please let us know your particular needs.

- Emerging technology research
  - Geographic Information Systems
  - Imaging
  - Expert systems/artificial intelligence
  - Voice/data integration
  - Graphical User Interfaces ("Mac-like")
  - Multi-media approaches
  - Optical disk storage and retrieval
  - Object oriented programming
- Emerging technologies bulletins
- Technology transfer from other agencies and organizations
- Vendor product demonstrations
- Migration to alternative hardware platforms
- Proposals for City-wide standards

Data Communications Planning and Support

The growing complexity of public service management is reflected in the volume of information that is shared among City departments and outside agencies at all levels of government. Communication networks allow us to exchange information electronically, thus helping to alleviate the slower, error-prone transmissions associated with paper documents.

Based on experience gained over many years, ISD offers a full range of communications consulting and design services. We will work with you to develop department-level networks to meet your special requirements or to establish communications links with other City departments and outside agencies.

- Establishing communications
  - Between City departments
  - Within City departments
  - With other counties, outside agencies, private firms
  - Computer-to-computer
  - Departments to central mainframes
- LAN Planning/Consulting Services
  - Design
  - Systems administrators consulting
  - Installation management and guidelines
  - Performance tuning/trouble shooting
  - LAN-to-LAN access
- Communications equipment leasing and maintenance
- Network design and installation (cabling, equipment setup, customization)
- System integration and connectivity solutions
- Network equipment and software evaluation (including advanced network consulting)
- Electronic Mail services
  - Department-level planning and installation assistance
  - City-wide network development and installation
  - General consulting

Application Systems Development and Enhancement

City departments now meet business needs through a diverse range of computer environments and technologies. ISD's Applications Development section is responding to this shift in focus with new services to support the broader range of hardware and software used by our clients. As examples, PC application development is a new service direction along with comprehensive LAN support.

Innovative partnerships between the City and outside agencies and with the private sector are producing systems to meet client needs rapidly and economically. ISD has substantial experience in development of multi-departmental systems and in the use of technologies that permit City-wide information sharing. We would be pleased to discuss with you how these service offerings can help meet your business objectives.

- General consulting
  - Project management
  - Systems development: all phases
- Custom systems development
- Programming
- Systems analysis and design
- Database design and consulting
- System maintenance and enhancement
- Technology upgrades and systems re-engineering/ streamlining
- Systems integration
- Multiple Software Platforms
  - ORACLE
  - DBASE/FOXPRO
  - IDMS/ADS-O
  - PARADOX
  - COBOL/VSAM/CICS
  - C+
  - Ad hoc query and reporting tools
- City-wide data sharing
- Multi-department and City-wide systems
- Department-specific systems
- Download of data to departmental computers
- Package software installation
- Application transfer from other jurisdictions
- Joint ventures with vendors, outside agencies and jurisdictions
- Public access systems
- Multiple Hardware Platforms
  - Mainframe
  - PC/LAN
  - Client/server
  - Department-level computer systems

Small Department Services

Small departments, limited by budget and staffing levels, may not have access to the full range of computing capabilities enjoyed by larger agencies. As a start-up venture, ISD will offer special services to small departments on a reduced or no-fee basis. The services shown here suggest the kinds of services we propose to provide. We will contact the smaller departments to meet individually or in special interest groups to explore the ways in which we might best be of service.

- Planning
  - How to get started
  - Overall information services strategy
  - EIPSC three-year plan assistance
- Acquiring and installing application systems
- Feasibility studies
- Training and education
- Equipment selection, ordering and installation

User Group Support

Exchanging information and ideas about technology helps us learn more about what is available and how to apply it creatively and economically. ISD will help facilitate this exchange among City departments by initiating the formation of special user groups or by providing consultation and support to those already established. The user groups shown here are illustrative. Please feel free to call us with your suggestions.

- Small departments
- Property information users
- PC-LAN
- Product-focused
- Application-focused

Software Evaluation

New software products come into the marketplace every day. Evaluating their technical and business feasibility is an ongoing process. ISD will assist City departments match their needs with available product offerings based on generic specifications ("we need an easy-to-use query package") or requests to assess a specific product. We will also share with you our experiences using products in house or help put you in touch with other departments who have used them. Evaluations will include software for PC's, mid-scale processors and other computer equipment. Software recommendations are subject to EIPSC approval.

- Utility packages such as file transfer, data management
- Application packages, off-the-shelf software
- Specialized tools such as project management software, CASE tools, ad hoc query languages
- Please ask us!

Equipment Evaluation

Vendors continuously upgrade their product lines to include new features and capabilities. ISD will assist departments assimilate technical upgrades as well as evaluate new hardware offerings for the full range of computers. We will also help you assess the impact of new hardware acquisitions and upgrades on your present system, software, and communications networks. Hardware recommendations are subject to EIPSC approval.

- Recommendations for standard equipment
  - Terminals
  - Printers
  - Modems
- Specialized equipment evaluation
  - Intelligent work stations
  - Scanners
  - Other

Security/Disaster Recovery Consulting

Information is vital to the functioning of City business. To protect that information from destruction and to limit access to sensitive data, sound security measures are essential. In the event of disasters - ranging from power failures to earthquakes - City departments need plans in place to allow them to continue essential business functions until facilities are fully restored.

ISD Security offers consulting services to help you identify and design appropriate security measures and prepare disaster recovery plans which will enable you to maintain vital City services.

- Video-based training programs on various security-related topics including
  - Password protection
  - PC backup and security measures
  - Earthquake preparedness
- Card keys and photo ID badges for City departments
- Off-site storage for files on PC's, LANs, and other departmental computers
- Presentations from outside experts on specific topics
- General consulting

Mainframe Data Center Services

Matching the capacity of the computer to the business mission is sometimes referred to as "right-sizing." The large-scale mainframe offers special features that may make it an attractive business solution for certain applications whether used alone or operating in conjunction with personal computers or department-level processors and networks. The larger machines are coming into a new role as data repositories and servers, where large volumes of data are stored centrally and downloaded to smaller computers for query and manipulation.

ISD manages two large-scale data centers on behalf of its City clients. We offer a full range of computer testing, production and communication network services backed by support functions such as a help desk and off-site data storage to protect against disaster. Our mainframe services may be used independently of other ISD service offerings.

- Testing and production of client applications systems
- Online processing systems
  - Transaction processing
  - Data base systems
  - Ad hoc query/reporting
  - Timesharing tools (TSO)
- Batch processing systems
- Specialized output services
  - Custom printing/ formats (AFP)
  - Paperless reports (online report viewing)
  - Special mailings and distribution of computer output
  - Remote printing at client site
  - Laser/impact printing
  - PC diskettes
  - Microfiche
- Facilities management
- Operating systems software consultation
- Offsite data storage
  - Within City site
  - Outside City site
- Data download to PC's

Transition Services

Learning to use and incorporate new technology into the work place presents special challenges to managers and staff alike. ISD offers consulting and support services to those who are first-time users of computer-based systems or who are moving from one generation of technology to another. Please call us for assistance.

- First-time users of information technology
- Bridging the technology generation gap
- Users of new/emerging technologies
- Identifying new business opportunities through technology

Future Services

ISD wishes to be responsive to the overall needs of the City and to its client departments. As we continue to expand our service offerings, we will work with departments to add those services that have widespread applicability, high payback and broad service appeal. The services outlined here are suggestions. Please let us hear from you about your concerns and interests.

- Open House/Technology Fair
- Technical Writing Services
- CASE (System Development Tools) Consulting
- Security/disaster recovery: plan development and implementation assistance
- Data Communications Planning
  - Creative business solutions using Electronic Mail
  - Electronic document distribution
  - Reducing paper output
  - Document translation support
  - Image/Audio

IV About ISD

- ISD is the largest division of the Controller's Office, representing half its staff and budget. The Controller is an active sponsor of modern technology as applied to Controller's operations and to forward-looking services for City departments.

- ISD now serves more than 40 City departments through its application development, education, consulting, computer production and network services.

- Last year, our End User Computing center trained over 1,000 City employees in office automation products. There were 650 course completions in this period.

- The data centers managed by ISD on behalf of client departments are in operation 24 hours a day, 7 days a week. These computers support over 700,000 batch production jobs each year.

- More than 2400 terminal devices in City departments are connected to ISD-supported networks. These networks carry over 100,000,000 transactions yearly to 56 City departments and outside agencies.

- ISD employs some 250 professional and technical staff.

- Our employees participate in many regional and national professional associations, including the California Association of County Data Processors and Metropolitan Information Exchange.

- In addition to the direct client services described in this brochure, ISD has under way a number of internal projects aimed at improving the quality and economy of its services: standards revisions, automated operations, quality assurance reviews.

- Employees throughout ISD participated in the planning process that led to the publication of this guide. We are proud of their contributions.

Rate Schedule
By Type of Service

Service	Description	Rate
Planning Services	Initial Consultation	FREE
	Planning Services	$49.22/hr or as agreed
Education and Training	Office Automation	$100.00/student day
	Multi-media Education Services	FREE
	Special Classes	Fee based on cost
PC Local Area Network Services	Initial Consultation	FREE
	Other Services	Fee as applicable
New Technology Research*		FREE
Data Communications Planning and Support		FREE
Application Systems Development and Enhancement	Systems and Programming Services	$49.22/hr or as agreed
Small Department Services*		FREE or negotiable
User Group Support*		FREE
Software Evaluation	Initial Consultation	FREE
	Evaluation Services	$49.22/hr or as agreed
Equipment Evaluation	Standard Equipment (terminals, printers,modems)	FREE
	Special Equipment	Negotiable
Security/Disaster Recovery*	Consulting Services	FREE
Mainframe Data Center	See Reverse	Various
Transition Services*	Initial Consultation	FREE
	Consulting Services	$49.22/hr or as agreed
Future Services	Please give us your suggestions!	

* New service offered beginning July 1992.

Please see your designated client representative for clarification of charges and to determine whether General Fund department rates apply.

ISD rates are subject to change and budgetary approval. These rates do not reflect Salary Standardization for 1992-93.

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Addendum 2

Service Contact List
By Department

Academy of Sciences	Maria Gartner	Health Service System	Maria Gartner
Adult Probation	Rod Loucks	Human Resources	Maria Gartner
Agriculture/Weights and Measures	Maria Gartner	Human Rights Commission	Ron Hass
Airport	Maria Gartner	Juvenile Court	Rod Loucks
Animal Care and Control	Maria Gartner	Law Library	Rod Loucks
Art Commission	Maria Gartner	Legion of Honor/DeYoung	Maria Gartner
Asian Art Museum	Maria Gartner	Mayor	Maria Gartner
Assessment Appeals Board	Maria Gartner	Mayor Special Services	Maria Gartner
Assessor	Jim Sorensen	Municipal Court	Rod Loucks
Board of Supervisors	Maria Gartner	PUC Bureau of Light, Heat and Power	Jim Sorensen
City Attorney	Rod Loucks		
City Planning	Jim Sorensen	PUC General Office	Jim Sorensen
Civil Service	Maria Gartner	PUC Municipal Railway	Jim Sorensen
Clean Water	Jim Sorensen	PUC Water Department	Jim Sorensen
Commission on Aging	Maria Gartner	PUC Hetch Hetchy	Jim Sorensen
Commission on the Status of Women	Maria Gartner	Parking and Traffic	Rod Loucks
Community College District	Fernando Alvarez	Police Department	Rod Loucks
Controller's Internal Audits	Fernando Alvarez	Port	Fernando Alvarez
Controller's Analysis & Reports	Jim Sorensen	Public Administrator/Guardian	Fernando Alvarez
Controller's Financial Services	Ron Hass	Public Defender	Rod Loucks
Controller's Payroll Personnel	Fernando Alvarez	Public Library	Jim Sorensen
Convention Facilities	Fernando Alvarez	Purchaser	Ron Hass
Coroner	Fernando Alvarez	Real Estate	Maria Gartner
Chief Administrative Officer	Maria Gartner	Recorder	Jim Sorensen
County Education Budget	Jim Sorensen	Recreation and Park	Maria Gartner
DA/Family Support Bureau	Maria Gartner	Redevelopment Agency	Jim Sorensen
DPH Central Office	Maria Gartner	Registrar of Voters	Fernando Alvarez
DPH Community Mental Health	Maria Gartner	Rent Arbitration Board	Jim Sorensen
DPH Emergency Hospital	Maria Gartner	Retirement System	Fernando Alvarez
DPH Laguna Honda Hospital	Maria Gartner	Sheriff	Rod Loucks
DPH San Francisco General Hospital	Maria Gartner	Social Services	Maria Gartner
Department of Public Works	Jim Sorensen	Superior Court	Rod Loucks
District Attorney	Rod Loucks	Transportation Authority	Fernando Alvarez
Electricity and Telecommunications	Maria Gartner	Treasurer/Tax Collector	Jim Sorensen
Fire Department	Maria Gartner	War Memorial	Jim Sorensen

Fernando Alvarez	**554-0888**	**1155 Market Street, 9th Floor**
Maria Gartner	**554-0808**	**1155 Market Street, 9th Floor**
Ron Hass	**554-5248**	**875 Stevenson, Room 300**
Rod Loucks	**554-0893**	**1155 Market Street, 9th Floor**
Jim Sorensen	**554-0803**	**1155 Market Street, 9th Floor**

Please contact the client representative listed above to discuss the full range of ISD service offerings. To speak directly to the service manager for a specific service, please refer to the directory on the reverse.

If you are unable to reach the appropriate client representative, you may call **Judy Johnston** at 554-0801. We will be pleased to hear from you.

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